



Qlar

LOGiQ 2.0

Service and support

- Customer-centric
- Proactive monitoring
- Scalability



Driving **circular**
transformation

Smooth and efficient production processes

LOGiQ 2.0 Service and support

A perfectly organized flow of goods is crucial for smooth and thus efficient production processes. The required material must be available at the right time, at the right place, and in the right quantity.

LOGiQ manages the flow of goods to and from the production processes. At the same time, there is a fully automated exchange of data between process and commercial systems.

With our service and support for **LOGiQ**, we ensure that the software is always up to date, the servers are optimally configured, and the systems as well as your data are secure. We are also available to assist you with technical questions 24/7.



Linux & Docker - Installation of the LOGiQ software via a server cluster using Docker technology

LMT

Windows & LMT - Installation of our LOGiQ solution in a Windows environment using our LOGiQ Management Tool (LMT)



- Optimization of the performance and security of the software
- Prevention of potential disruptions

LOGiQ Software Update

LOGiQ software maintenance involves updating all installed **LOGiQ** modules and the database. This also includes technical upgrades such as bug fixes, security patches, performance improvements, and minor design tweaks.

In addition, tech stack updates such as Docker images, Java, and PostgreSQL are performed to optimize the performance and security of the software and prevent potential disruptions.

Versions	Intervals	Annual Fee	Licenses/Modules*
Small	Twice a year	€ 1,680.00 **	4
Medium	Twice a year	€ 2,520.00 **	5-8
Large	Twice a year	Upon request	9 and up



* LOGiQ consists of at least 4 basic modules, which may vary depending on the scope of the installation.
 ** For LMT installations, an hourly rate of € 210.00 is additionally charged for installing updates.



- Optimal performance and safety
- Enhanced system stability
- Ensuring capacities

System maintenance

The remote maintenance of servers and virtual machines comprises a number of important tasks that help ensure optimal performance and security. This includes regular updates of the Linux operating system to address vulnerabilities and errors and ensure system stability. In addition,

the virtual machines (VMs) are checked for possible vulnerabilities. A resource analysis of CPU, RAM, and disk storage is conducted in parallel to ensure that sufficient capacity is available and to propose any necessary adjustments.



Versions	Intervals	Annual Fee	Licenses/Modules*
Small	Twice a year	€ 3,360.00	4
Medium	Twice a year	€ 5,040.00	5-8
Large	Twice a year	Upon request	9 and up

* LOGiQ consists of at least 4 modules, the number may vary depending on the installation.

Database Backups

The “Database Backups” service protects your data and software from loss and damage through regular backups. Daily, weekly, and monthly backup intervals are offered to ensure that your data always remains up to date.

The database backups are stored on a separate storage, which is mounted on the server or

a virtual machine. It is important to ensure that this storage is backed up separately by the customer and is not merged with the storage of the VMs or **LOGiQ**. Our experts work closely with you to develop a tailored backup solution that meets your specific requirements. We take into account factors such as the size and complexity of your database as well as the desired backup frequency and retention period.

Intervals	Annual Fee	Setup
Daily	€ 840.00 *	€ 2,400.00 € ** one-time payment
In addition, weekly	+ € 100.00	
In addition, monthly	+ € 100.00	

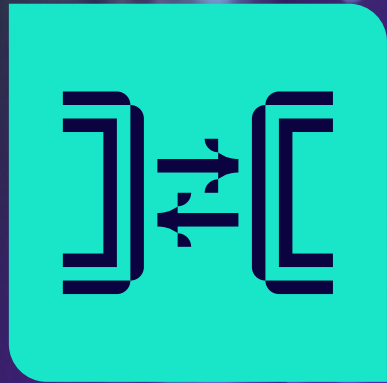


* If the data set needs to be re-implemented, the service will be invoiced based on the required time and effort.

** Configuration of the backup routines and technical implementation are to be clarified with the customer’s IT department.

- Up-to-date data
- Secure database backups
- Backup solutions tailored specifically to your requirements

Safe performance



Software Monitoring

LOGiQ's Software Monitoring service provides the continuous monitoring of virtual machines or servers, including CPU, RAM, and disk storage, by our monitoring tool 24 hours a day, 365 days a year. The monitoring tool detects potential issues in real-time and, if necessary, sends alerts to the customer's administrators. Alerts are sent using Microsoft Teams Notification or e-mail.

As part of this service, we offer customized models for on-call times where our experts can quickly address alerts. This ensures the continuous operational readiness of the software.* Here, the response times depend on the agreed-upon Remote Support service.

* This service is not available for **LOGiQ** Windows installations.



Versions	Basic Annual Fee	Setup
Unmanaged	€ 900.00	€ 3,900.00
Managed	€ 7,500.00 **	€ 3,900.00

** This service includes the predicted services that will be identified through monitoring.



- 24/7 server monitoring
- Detection of potential problems in real time
- Continuous assurance of operational readiness

24 hours a day
365 days a year



Remote Support

The Remote Support service includes the contractor's support in assisting the customer with resolving technical issues. First, the information provided by the customer to the contractor via e-mail and phone is collected and analyzed. The information may also include images and log files. Subsequently, if the quality and quantity of the information provided

allow, the contractor provides recommendations regarding possible solutions to the technical problems via email and phone. Remote Support also includes connection via TeamViewer or Microsoft Teams, provided the customer has the technical capabilities.

Versions	On-call Times	Response Time	Hours including	Annual Fee	Hourly Rate
Classic	Mon. to Fri. 7 a.m. to 5 p.m.	4 hours	10 hours	€ 6,000.00 € 4,800.00 **	€ 150.00
Premium	Mon. to Sun. 24 hours	4 hours	10 hours	€ 19,200.00 € 15,360.00 **	€ 150.00 *

* Outside of our regular opening hours, Monday to Friday 7 a.m. to 5 p.m., we charge an hourly rate of € 250.00.

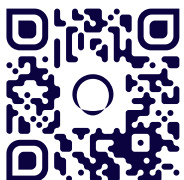
** The discounted price is only available with a contract term of three years.

Qlar



Simply secure

Whether it's software updates, system maintenance, database backups, software monitoring, or remote support, with our wide range of services and support for **LOGiQ**, we ensure the perfect monitoring of processes and minimum susceptibility to errors - from registration, weighing and fully automated loading all the way through to the generation of delivery slips. Just ask us. We are here to help you!



Still questions? Contact us:
www.qlar.com/contact

09.24 · All information is given without obligation.
All specifications are subject to change.

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© Qlar, 2024

Qlar Europe GmbH
Pallaswiesenstraße 100
64293 Darmstadt, Germany

T: +49 61 51-15 31 0

sales-eu@qlar.com
www.qlar.com